



UTC WARRINGTON

A purpose built university technical college for 14-19 year olds in central Warrington, UTC Warrington opened in September 2016. The co-educational technical college ability to support over 600 students, UTC's main focus is ensuring their young people are prepared for the world of work by helping them develop technical skills.

Unsatisfied with their existing IT provider, they were looking for a partner who could take over the management and support of their technology in a more open and straightforward manner.

The Challenge

Unhappy with their provider, UTC Warrington were looking for a new IT partner and investigating their options. When their original provider then went into liquidation, it became imperative that someone take over their IT support and help them navigate their entitlements and licenses.

When it came to their on-premise Microsoft licenses, the technology college themselves had very little information. The original provider had kept all online portal details to themselves, while its entirely legal to operate a support contract this way, it limited access for UTC Warrington. This made them worry that they could be incorrectly licensed and it made their continuity of service very difficult when the provider folded and became unreachable.

“ It's only when our previous support provider went into administration that we realised how little information they actually shared with us about our own IT. Working with Virtue has been a huge improvement. Because they've developed relationships with a lot of manufacturers, they were able to help us understand what we had, and from there what we needed and what we weren't using. It's shown us how the relationship with a support provider should work. ”

- Simon Burns, Finance Manager, UTC Warrington

100%

Transparency

620

Seat College Expertly
& Correctly Licensed

0

Hidden Costs

100%

Budget Maximisation

99.5%

Overall Customer
Satisfaction

18+

Months Working
Together

The Solution

UTC's Virtue Account Manager Lee Burnett, enlisted the help of our licensing specialist Ruth Williamson to get a full understanding of the technical college's current provision.

First, we needed to find their original agreement number in order to help. With the help of UTC Warrington Finance Manager Simon Burns, Ruth uncovered the little documentation their previous supplier had shared with them. Working with our suppliers as well as the college, she then unpicked the way licenses had been added to and changed over time.

Armed with this information, we could check that UTC were licensed correctly with the right level of provision. We then moved the agreement across to Virtue and provided UTC with all the information they needed to be able to see, alter and manage their own licenses. While we still do this for them, it was important to us that the team at UTC know they're armed with all the information they need to support themselves or move provider if they choose to.



Our Relationship Today

As well as moving their Microsoft EES licensing agreement across to Virtue, we've also moved their VMWare and Veeam licensing agreements, their Internet Service and their managed service contract to us so we can fully support their IT needs following their original provider folding.



Transparency

In order to provide a quality service, we know we need to be open and honest with our customers. The reason we've given UTC Warrington access to all of their documentation and portals is so they have a complete awareness of what Virtue do for them, their staff and students.



Trust

By giving UTC Warrington all of their own access and documentation, we're trying to develop a relationship based on trust. We feel developing a mutual and balanced trust with our customers is the only way to guarantee long-lasting partnerships with them.

EES Benefits

Easy Compliance Count your employees once per year and you're fully covered for all on-premises platform products licensed.	Customized Solutions Add additional products, either institution-wide, departmental-wide, or for individual devices at any time	Simplified Asset Management Easily track and manage your software assets with self-service online tools such as Microsoft Volume Licensing Service Center (VLSC)
Low Administration Subscription licensing eliminates the need to track your licenses for the selected desktop platform products on every PC.	Lower Total Cost of Ownership (TCO) Maximize the value of your investment with access to current technology, Work at Home (WAH) rights, student licensing, evaluation rights, Software Assurance, and more	Cloud on Your Terms Free* access to Office 365 Education A2, plus the ability to subscribe to additional Microsoft Online Services through your EES <small>*No license fee, doesn't include deployment or support costs associated with the service.</small>

The Benefits

UTC Warrington have benefited from having a Virtue Account Manager. Having the one single point of contact means they've always got someone to reach out to who can check on project delivery times or the status of any of their entitlements and licenses.

Our in-house experts work together to provide guidance in their specialist fields to ensure our solutions are fit-for-purpose while meeting Ofsted requirements. Each year we provide a renewal quote with fixed costs and no unagreed extras which enables UTC to budget effectively.

Our buying power, combined with our procurement help enables UTC Warrington to get value-for-money IT solutions and cost-effective software with low ongoing support costs. We've helped them correctly license software that enables maximum curriculum delivery while reducing the amount of time UTC Warrington staff spend worrying about their IT.

- One single point-of contact
- Solutions that meet Ofsted requirements
- In-house expertise from dedicated specialists
- Fixed cost pricing with no unagreed extras, enabling delivery against budget constraints
- Buying power with procurement help and guidance
- Software that enables maximum curriculum delivery
- Reduction in UTC Warrington staff time spent on IT

The Virtue Difference

Because we work exclusively with the education sector, we know the challenges that are faced and we develop IT solutions specifically designed to overcome those challenges. Supporting schools and colleges enables us to ensure our solutions are not only fit-for-purpose but also cost-effective for our customers.

Our passion for building long-lasting customer relationships means we're open and honest with our customers, it's why they trust us and it's why a large percentage of our new business comes from referrals.

We were pleased we could help UTC Warrington when their former ICT partner went into liquidation. Having seen the differences with their approach and ours, we're extremely proud of our **99.5%** customer satisfaction score from their team and their lovely feedback about their Virtue engineer, John, who's on site to support them 4 days a week.